

MINUTES OF THE
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE
DATE JUNE 21, 2022

COMMITTEE MEMBERS PRESENT:

MS Department of Information Technology Services	David Johnson, Chair
MS Department of Revenue	Mickey Yates, Vice-Chair
MS Department of Finance and Administration	Brandi King
MS Department of Public Safety	Clay Johnston
MS Office of the Secretary of State	Eric Yoakum

OTHERS PRESENT:

MS Department of Information Technology Services	Nita Caylor
MS Department of Information Technology Services	Kevin Gray
MS Department of Information Technology Services	Renee Murray
MS Department of Information Technology Services	Katie White
NIC Mississippi	David Campbell
NIC Mississippi	Spencer Jones
NIC Mississippi	Drew Levanway
NIC Mississippi	Esther Turner
NIC Mississippi	Tina Wells

Mr. David Johnson called the meeting to order.

Mr. Johnson called for a motion to approve the minutes of the April 19, 2022 meeting, noting one correction. Mr. Clay Johnston made the motion to accept the minutes as amended. The motion was seconded by Mr. Mickey Yates and passed with none opposed.

Mr. Drew Levanway presented the Portal Highlights and Current Projects portion of the EOC reports:

- NIC MS, in partnership with the Mississippi Gaming Commission (MGC), launched a new Invoice Payment system. Built using NIC's no-code/low-code AppEngine platform, the new system gives casinos and casino vendors the ability to make payments online.
- NIC MS and the Mississippi Department of Agriculture and Commerce (MDAC), launched a new service that allows MDAC to accept electronic payments for pesticide registrations and renewals. Under the self-funded model, MDAC saw a cost avoidance of more than \$10,000 in payment processing management and development costs.
- By leveraging NIC's Over the Counter (OTC) platform, NIC MS launched the Mississippi State Department of Health's (MSDH) Emergency Medical Services (EMS) Over-the-Counter payment service in three-weeks.
- In April, NIC MS met with The Pearl River Valley Water Supply District (PRVWSD) regarding a request for a Parking Check-In mobile application. The app will be available for download through the Apple App Store and Google Play at no cost to the citizen and will allow drivers who access parking areas in any of the PRVWSD owned parking lots to check in via mobile device upon entry. The app will also allow Reservoir Police Officers to monitor car check in and checkout times. Currently a manual process using a printed and

perforated card to record parking lot access, the new electronic check-in process will provide a seamless visitor experience and provide quicker reporting, data access, and cost savings on the purchase of paper cards for PRVWSD.

- In April, the Mississippi eGovernment program saw its 350th service launched into production. This is a significant milestone and a testament to the partnership with NIC MS and the eGovernment program.
- In May, Mississippi's Institutions of Higher Learning (IHL) approved the proposal for a new custom website redesign. Through a streamlined design, the custom site will offer an enhanced user experience while providing easy access to the most important information and resources about Mississippi's eight public institutions. Additionally, a user-friendly content management system will allow for real-time website updates.
- In May, NIC MS met with Mississippi Ethics Commission (MEC) to discuss an updated template website. The Magnolia template site brings with it an enhanced front-end design and more user-friendly CMS which will enable the agency to manage their content easily. This project will be completed at no-cost and provides over \$15,000 in cost savings for the agency.
- NIC MS, in partnership with the Mississippi Department of Information Technology Services (ITS), launched the redesign of ms.gov in May as Mississippi's Citizen Portal. The award-winning website is designed to empower citizens to connect and engage with Mississippi government featuring an enhanced dynamic search, language translation, robust site-wide accessibility controls, and a new look for the first government chatbot, MISSI. The redesign was executed over the course of four months with nearly \$200,000 in cost avoidance for the State of Mississippi.
- In May, NIC MS, in collaboration with the Mississippi Department of Public Safety (DPS), launched the new DPS Name-Based Background Check service. This marks the 26th service launched for DPS. This service was developed under NIC MS's self-funded model at no cost to the agency.
- The Mississippi Department of Agriculture and Commerce's (MDAC) Genuine MS program launched the new Online Shopping Cart service in May. NIC MS and MDAC Genuine MS have worked collaboratively to create a new, multi-tenant online shop that will provide a modern online shopping solution for many state programs in the future. The online shop admin area will serve a broad range of functions like product and order management, scope of inventory and popular products, and order filtering and reporting.
- The Mississippi Board of Pharmacy (MBP) reached out to NIC MS to discuss a redesign of the Prescription Monitoring Program (PMP) website, that will have a similar and consistent look as the MBP website launched earlier this year.
- The City of Ripley was the first Mississippi locality to use NIC MS to accept online payments through NIC's OTC platform. Although slow to adopt, Ripley's citizens now rely heavily on the online payment system to pay their monthly water bill, court fines, or registrations. Since its launch in 2013, the service has seen an increase of over 1100% users and has electronically processed over \$1.7M for the City of Ripley.
- In May, several of Mississippi's eGovernment services were recognized with the following national awards: Hermes Platinum Award - ms.gov; Hermes Gold Award - Driver Service Bureau Website; Communicator Award of Distinction, Websites - Government - Board of Nursing Website; Communicator Award of Distinction, Websites - Government - Board of Pharmacy Website; Communicator Award of Distinction, Websites -Government - Driver

Service Bureau Website; Communicator Award of Distinction, Websites -Government -ms.gov.

Mr. Levanway presented the following projects for Prioritization Approval:

PROJECT	AGENCY	FUNDING METHOD	SCORE
MCCB Summer Conference Sponsorship Application	Community & Junior Colleges, Mississippi State Board for	Self-Funded	16
EMSH Template Website	East Mississippi State Hospital	No Cost	9
MDL Educator License System Payment Processing	Education, Mississippi Department of	Self-Funded	14
MEIMA Mobile App	Emergency Management Agency, Mississippi	T&M	12
Ethics Commission Template Website	Ethics Commission, Mississippi	No Cost	11
BEAM Template Website	Finance and Administration, Mississippi Department of	No Cost	16
ITS Security Incident Electronic Form Submission	Information Technology Services (ITS)	No Cost	10
IHL Custom Website	Institutions of Higher Learning	T&M	9
PRVWSD Online Parking Lot Checkin Application	Pearl River Valley Water Supply District	T&M	11
PRVWSD Application for Water and Sewer Service	Pearl River Valley Water Supply District	Self-Funded	11
PRVWSD Authorization for Automatic Payments	Pearl River Valley Water Supply District	No Cost	10
PRVWSD Property Maintenance Public Complaint Form	Pearl River Valley Water Supply District	No Cost	5
PRVWSD Residential Building Permit Application	Pearl River Valley Water Supply District	Self-Funded	10
PRVWSD Commercial Building Permit Application	Pearl River Valley Water Supply District	Self-Funded	10
PRVWSD Boat Holding Tank Inspection	Pearl River Valley Water Supply District	Self-Funded	10
PRVWSD Rental License Form	Pearl River Valley Water Supply District	Self-Funded	9
PRVWSD Special Event Application	Pearl River Valley Water Supply District	No Cost	5
Camper Registration Agreement	Pearl River Valley Water Supply District	No Cost	5
MDWFP Public Information Request Web Application	Wildlife Fisheries & Parks, Department of	Self-Funded	12

Mr. David Johnson entertained a motion to approve the project queue. Mr. Mickey Yates moved that the projects presented for prioritization and approval be approved. The motion was seconded by Mr. Clay Johnston. The motion passed with none opposed.

Mr. Levanway presented an overview of this year's Government Experience Award Submission.

Mr. Spencer Jones reported an uptime percentage of 99.93% for the past three months. He discussed plans for Disaster Recovery testing in the next quarter and reported plans for keeping security patches up-to-date across all platforms.

Ms. Renée Murray presented the proposed Annual Meeting schedule for FY 2023. Mr. Johnson entertained a motion to approve the proposed schedule. Mr. Clay Johnston moved approval. The motion was seconded by Mr. Mickey Yates and the motion carried with none opposed.

Ms. Murray presented a review of outstanding payment exceptions and waivers followed by a discussion of how waivers and exceptions should be handled in the future.

The next meeting is scheduled for August 16, 2022 at 1:30 pm.

Mr. Clay Johnston made a motion that the meeting be adjourned. Mr. Mickey Yates seconded, and the motion was approved with none opposed. The meeting was adjourned.



David Johnson, Chair



Mickey Yates, Vice-Chair